

Attachment A-1b

BA/GTE PERFORMANCE MEASUREMENTS

GTE STATES

Alabama, California, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Michigan, Missouri, Nevada, North Carolina, Ohio, Oregon, Pennsylvania,* South Carolina, Texas, Virginia,* Washington, Wisconsin

Schedule A1b – Performance Measurement Categories Subject to Voluntary Payments:

#	Description	# of Sub-Metrics
PO-1	OSS Response Time	7
PO-2	OSS Availability	4
OR-1	Order Confirmation Timeliness	Resale: 6 UNE: 19 Trunks: 1
OR-2	Reject Timeliness	Resale: 6 UNE: 18
OR-5	Percent Flow-Through	Resale: 1 UNE: 1
PR-3	Completed within Specified Number of Days	Resale: 2 UNE: 2
PR-4	Missed Due Dates	Resale: 5 UNE: 17 Trunks: 2
PR-5	Facility Missed Orders	Resale: 2 UNE: 6 Trunks: 1
PR-6	Installation Quality	Resale: 2 UNE: 7 Trunks: 1
PR-9	Coordinated Conversions	1
MR-2	Trouble Report Rate	Resale: 2 UNE: 6 Trunks: 1
MR-3	Missed Repair Commitments	Resale: 2 UNE: 6
MR-4	Trouble Duration Intervals	Resale: 4 UNE: 12 Trunks: 2
MR-5	Repeat Trouble Reports	Resale: 2 UNE: 6 Trunks: 1
NP-1	Percent Final Trunk Group Blockage	1
NP-2	Collocation Performance	2
BI-2	Timeliness of Carrier Bill	1
	TOTAL SUB-METRICS	159

* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell

Atlantic Service Areas as specified in Attachments A-1a and A-2a.

Attachment A-2b

**BA/GTE PERFORMANCE MEASUREMENT BUSINESS RULES
GTE STATES**

**Alabama, California, Florida, Hawaii, Idaho, Illinois, Indiana, Kentucky, Michigan, Missouri,
Nevada, North Carolina, Ohio, Oregon, Pennsylvania,* South Carolina, Texas, Virginia,* Washington,
Wisconsin**

* As lines in GTE Service Areas in Pennsylvania and Virginia are converted pursuant to Paragraph 19f of the Conditions, performance for those lines will be measured using the Performance Measurement Categories and Business Rules that apply to Bell Atlantic Service Areas as specified in Attachment A-1a and A-2a.

Function:
PO-1 Response Time OSS Ordering Interface
Methodology:
<p>GTE measures average response time for mechanized pre-Order queries by capturing information on CLEC queries and GTE system responses as they occur. When a CLEC initiates a Pre-Order Query, the exact date and time that query is initiated is captured and assigned a unique transaction ID. When the GTE response is returned to the CLEC online, the exact date and time of the response is stored with the transaction ID of the initial CLEC query. A response interval for each transaction can then be computed by subtracting the query date/time from the response date/time.</p> <p>Queries requesting customer service records can also be processed via fax. The date and time the fax is received from the CLEC is captured. The GTE service representatives fax a response back to the CLEC from their desktop using Viscom software. The date and time this fax is sent to the CLEC is also captured. A response interval for each fax can then be computed by subtracting the receive date/time from the sent date/time.</p>
Definition:
<p>The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC.</p> <ul style="list-style-type: none"> ?? Address Verification/Dispatch Required ?? Request for Telephone Number ?? Request for Customer Service Record (CSR) ?? Service Availability ?? Service Appointment Scheduling (due date) ?? Rejected/Failed inquires ?? Facility Availability <p><u>Notes:</u></p> <ol style="list-style-type: none"> 1. Facility availability query functionality is not currently provided.
Exclusions:
<p>?? Rejected Customer Service Record (CSR) queries and transactions other than 'Response Fax Success' are excluded from WISE response time calculations.</p> <p>?? Transactions where the received date is greater than the sent date are excluded from Manual response time calculations.</p> <p>?? Transactions not associated with address verification, telephone number, service availability, service due date scheduling, or rejected/failed queries are excluded from OSS response time calculations.</p>
Performance Standard:
<p>Mechanized:</p> <ul style="list-style-type: none"> • Overall Response Time: Begin diagnostically reporting of average response times under the terms of the measurement within two weeks after the close of the month in which it begins measuring response times; propose benchmark by February 1, 2000 <p>CSRs:</p> <ul style="list-style-type: none"> • WISE: 95% in 4 hours • Fully Manual: 95% in 24 hours

Report Dimensions – PO-1 OSS Response Time		
Company: ?? Individual CLEC ?? CLECs in the aggregate Products: ?? Electronic Interface ?? WISE CSR Interface ?? Manual CSR Interface (fax)		Geography: ?? Statewide
Sub-Metrics		
PO-1-02	Average Response Time – Service Appointment Scheduling	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for service appointment scheduling	Count of service appointment scheduling Queries
PO-1-03	Average Response Time – Address Verification	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for address verification	Count of address verification Queries
PO-1-04	Average Response Time – Service Availability	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for service availability	Count of service availability Queries
PO-1-05	Average Response Time – Request for Telephone Number	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for TN request	Count of TN request Queries
PO-1-06	Average Response Time – Facility Availability	
Calculation	Numerator	Denominator
	Sum of the elapsed time from query receipt to response sent for facility availability	Count of facility availability Queries
PO-1-07	% CSR Queries On Time – Manual	
Calculation	Numerator	Denominator
	Count of manual CSR queries where elapsed time from query receipt to response sent is less than or equal to 24 hours	Count of Manual CSR Queries
PO-1-08	% CSR Queries On Time – WISE	
Calculation	Numerator	Denominator
	Count of electronic CSR queries where elapsed time from query receipt to response sent is less than or equal to 4 hours	Count of Electronic CSR Queries

Function:		
PO-2 OSS Interface Availability		
Methodology:		
GTE measures "Percent of Time Interface is Available" within published hours of availability for each OSS external interfacing system. If a system becomes unavailable to a CLEC during published hours of availability and prevents the CLEC from completing the electronic interface transaction, the period of time that system is unavailable is recorded via GTE's Infoman problem tracking system. The start date/time a system becomes unavailable is recorded in Infoman as well as the date/time the system is back fully functional to the CLEC's. The difference between those periods is considered "unavailable" interface time. The ratio of Available hours/seconds to published hours/seconds of availability is called "Percent Interfaces Available".		
Definition:		
Measures percent of time an OSS interface is actually available compared to scheduled availability.		
Business Rules: ?? Outage hours are obtained from outage reports ?? Any change requests for extended availability during the reporting period are added to the scheduled hours. ?? Scheduled hours: WISE Repair interface – Monday to Sunday, 7am to 11pm EST ?? Scheduled hours: WISE Pre-ordering, WISE Ordering, WISE CSR interfaces – Monday to Friday, 8am to 11pm EST; Saturday. 8am to 8pm EST		
Exclusions:		
Interface for WISE Performance Measures.		
Performance Standard:		
Standard – 99.50%		
Report Dimensions :		
Company: ?? CLECs in the aggregate Products: ?? WISE Pre-Ordering ?? WISE Ordering ?? WISE Repair ?? WISE CSR Requests		Geography: ?? Statewide
Sub-Metrics		
PO-2-02	OSS Interface Availability – Scheduled Hours	
Calculation	Numerator	Denominator
	Number of scheduled system available hours minus unscheduled system unavailable hours	Sum of total scheduled system available hours

Function:	
OR-1 Order Confirmation Timeliness	
Definition:	
Measures the percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.	
Business Rules: <ul style="list-style-type: none"> · The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. · Business day = Monday through Friday, excluding weekends and ILEC published holidays (PB) <ul style="list-style-type: none"> · FOC Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE). · LSC Business day = Monday through Friday, 8am-8pm 	
Exclusions:	
Local Service Requests: <ul style="list-style-type: none"> · Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance. · Exclude records where the Local Service Request (LSR) received date is greater than the Local Service Confirmation (LSC) sent date on manual LSRs (date keying errors). Access Service Requests: <ul style="list-style-type: none"> · Exclude invalid records. · Exclude records with invalid dates. 	
Performance Standard:	
95% On Time Fully Electronic/Flow Through: 2 hours Resale POTS/UNE <10 lines: 24 hours Resale POTS/UNE >= 10 lines: 72 hours Resale Special Services < 10 lines: 48 hours Resale Special Services >= 10 lines: 72 hours Interconnection Trunks: 10 days	
Report Dimensions :	
Company: <ul style="list-style-type: none"> ?? Individual CLEC ?? CLECs in the aggregate Products: <ul style="list-style-type: none"> ?? Resale POTS ?? Resale Specials ?? UNE Loop Nondesignated ?? UNE Loop Designed ?? UNE Loop 2 wire ?? UNE Port ?? UNE Transport ?? UNE Platform ?? UNE Loop xDSL Capable ?? Interconnection Trunks 	Geography: <ul style="list-style-type: none"> ?? Statewide

Sub-Metrics – Order Confirmation Timeliness		
OR-1-02	% On time LSC – Flow Through	
Calculation	Numerator	Denominator
	Number of electronic LSCs where the sent date/time minus received date/time is less than 2 hours for Resale and UNE Loop/Port/Platform products	Count of flow through orders where a Local Service Confirmation was sent for Resale and UNE Loop/Port/Platform products
OR-1-04	% On Time LSC < 10 Lines (No Flow Through)	
Calculation	Numerator	Denominator
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform products	Count of Resale POTS and UNE Loop/Port/Platform orders with less than 10 lines where a Local Service Confirmation was sent
OR-1-05	% On Time LSC < 10 Lines (Specials - No Flow Through)	
Calculation	Numerator	Denominator
	Number of LSCs with less than 10 lines where the sent date/time minus received date/time is within the standard for Resale Specials	Count of Resale Special orders with less than 10 lines where a Local Service Confirmation was sent
OR-1-06	% On Time LSC >= 10 Lines (No Flow Through)	
Calculation	Numerator	Denominator
	Number of LSCs with 10 or more lines where the sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform products	Count of Resale and UNE Loop/Port/Platform orders with 10 or more lines where a Local Service Confirmation was sent
OR-1-12	% On Time FOC	
Calculation	Numerator	Denominator
	Number of FOC where the sent date/time minus received date/time is within the standard for Interconnection Trunk and UNE Transport products	Count of Interconnection Trunk and UNE Transport orders where a Firm Order Confirmation was sent

Function:		
OR-2 Reject Timeliness		
Definition:		
The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.		
Business Rules:		
1. Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC. 2. Business day = Monday through Friday, 8am-8pm		
Exclusions:		
?? Excludes Directory Assistance/Listing, Directory Assistance, Directory Listing and PNP activity		
?? Excludes rejects with an interval > 30 days on manually received LSRs (date keying errors).		
Performance Standard:		
95% On Time Fully Electronic/Flow Through: 2 hours Resale POTS/UNE <10 lines: 24 hours Resale POTS/UNE >= 10 lines: 72 hours Resale Special Services < 10 lines: 48 hours Resale Special Services >= 10 lines: 72 hours Interconnection Trunks: 10 days		
Report Dimensions :		
Company: ?? Individual CLEC ?? CLECs in the aggregate Products: ?? Resale POTS ?? Resale Specials ?? UNE Loop Nondesigned ?? UNE Loop Designed ?? UNE Loop 2 wire ?? UNE Port ?? UNE Platform ?? UNE Loop xDSL Capable		Geography: ?? Statewide
Sub-Metrics		
OR-2-02	% On Time LSR Reject – Flow Through	
Calculation	Numerator	Denominator
	Number of electronic rejects sent where sent date/time minus received date/time is less than 2 hours	Number of Flow Through Orders Rejected
OR-2-04	% On Time LSR Reject < 10 Lines (No Flow Through)	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale POTS and UNE Loop/Port/Platform orders less than 10 lines	Number of Resale POTS and UNE Loop/Port/Platform Orders Rejected with less than 10 lines
OR-2-05	% On Time LSR Reject < 10 Lines (Specials - No Flow Through)	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale Special orders less than 10 lines	Number of Resale Special Orders Rejected with less than 10 lines

Sub-Metrics OR-2 Reject Timeliness		
OR-2-06	% On Time LSR Reject >= 10 Lines (No Flow Through)	
Calculation	Numerator	Denominator
	Number of rejects sent where sent date/time minus received date/time is within the standard for Resale and UNE Loop/Port/Platform orders with 10 or more lines	Number of Resale and UNE Loop/Port/Platform Orders Rejected with 10 or more lines

Function:		
OR-5 Percent Flow-Through¹		
Definition:		
Total Flow-Through: The percent of valid orders received through electronic ordering interfaces and processed directly to the legacy service order system without manual intervention. These service orders require no action by a service representative to type an order into the service order system. This is also known as “ordering” flow-through.		
Exclusions:		
?? Rejected LSRs ?? Orders received manually ?? Exclude records for Directory Assistance/Listing, Directory Listing and Directory Assistance		
Performance Standard:		
No Standard Developed for Total Flow-Through. To be developed within 6 months of merger close.		
Report Dimensions		
Company: ?? Individual CLEC ?? CLEC Aggregate		Geography: ?? State
Sub-Metrics		
OR-5-01	% Flow Through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs for all products.
OR-5-03	% Flow -Through – Achieved	
Calculation	Numerator	Denominator
	Number of valid mechanized LSRs that qualify for flow-through (state code of 20) and actually flow through without manual intervention (state code 21) for all products.	Total number of electronically received LSRs that qualify for flow-through (state code of 20) for all products.

¹ While two performance metrics are included for flow through performance, a single metric and standard will be incorporated for performance remedies. The measure will be one of the two provided and the standard finalized 6 months after merger close.

Function:		
PR-3 Completed within 5 Days		
Definition:		
Measures the percent of new, move, and change orders where the number of days from the creation date to the billing effective date is less than or equal to 5 business days.		
Exclusions:		
Excludes customer requested due dates beyond interval offered. Excludes orders delayed for customer reasons. Excludes 'Out' orders. Excludes 'records only' orders. Excludes ILEC company official orders Excludes PNP orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: ?? Individual CLEC ?? CLECs in the aggregate ?? ILEC (if analog applies) Products: ?? Resale POTS ?? UNE Loop Nondesignated		Geography: ?? Statewide
PR-3-08	% Completed in 5 Days – No Dispatch	
Calculation	Numerator	Denominator
	Number of new, move, and change Resale POTS/UNE Loop Nondesignated non-dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days	Total new, move and change Resale POTS/UNE Loop Nondesignated non-dispatched orders
PR-3-09	% Completed in 5 Days - Dispatch	
Calculation	Numerator	Denominator
	Number of new, move, and change Resale POTS/UNE Loop Nondesignated dispatched orders where the billing effective date minus the application date is less than or equal to 5 business days	Total new, move and change Resale POTS/UNE Loop Nondesignated dispatched orders

Function:		
PR-4 Missed Due Dates		
Definition		
Measures the percent of new, move and change orders where installation was not completed by the due date.		
<u>Business Rules:</u>		
1. Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. 2. Completed date is defined as the Billing Effective Date.		
Exclusions:		
Excludes 'Out' orders. Excludes 'records only' orders. Excludes ILEC company official orders.		
Performance Standard:		
Parity with GTE Retail LNP: 95% on Time		
Report Dimensions :		
Company: ?? Individual CLEC ?? CLECs in the aggregate ?? ILEC (if analog applies) Products: ?? Resale POTS ?? Resale Specials ?? UNE Loop Non-designed ?? UNE Loop Designed ?? UNE Port ?? UNE Transport ?? UNE Platform ?? UNE Loop xDSL Capable ?? Interconnection Trunks		Geography: ?? Statewide
Sub-Metrics		
PR-4-01	% Missed Due Dates – Designed Services	
Calculation	Numerator	Denominator
	Total number of missed due dates for New, Move and change Resale Specials, UNE Loop Designed, UNE Platform, UNE Transport, Interconnection trunk orders	Total number of New, Move and Change Resale Specials, UNE Loop Designed, UNE Platform, UNE Transport, Interconnection trunk orders
PR-4-02	Average Delay Days – Total	
Calculation	Numerator	Denominator
	Sum of the billing effective date minus due date for orders missed due to company reasons by all products (business days)	Total number of New, Move and Change orders missed for company reasons, by all products
PR-4-04	% Missed Due Dates – Dispatch	
Calculation	Numerator	Denominator
	Total number of missed due dates for New, Move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders	Total number of New, Move and Change Resale POTS, UNE Loop Non-designed, UNE Platform, UNE Loop xDSL Capable, UNE Port dispatched orders

Sub-Metrics PR-4 Missed Due Dates		
PR-4-05	% Missed Due Dates – No Dispatch	
Calculation	Numerator	Denominator
	Total number of missed due dates for New, Move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port non-dispatched orders	Total number of New, Move and Change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port non-dispatched orders

Function:		
PR-5 Facility Missed Orders		
Definition:		
Measures the percent of new, move and change orders missed due to lack of facilities.		
Business Rules:		
<ol style="list-style-type: none"> Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons. Completed date is defined as the Billing Effective Date. Lack of facilities is defined to be those orders showing the following suffixes: DROSP, DRCOE, DREQ. 		
<u>Notes:</u>		
1. Results also included in Measure "Percent Missed Due Dates"		
Exclusions:		
Excludes 'records only' orders.		
Excludes 'Out' orders.		
Excludes ILEC company official orders.		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions:		
Company: <ul style="list-style-type: none"> ?? Individual CLEC ?? CLECs in the aggregate ?? ILEC (if analog applies) Products: <ul style="list-style-type: none"> ?? Resale POTS ?? Resale Specials ?? UNE Loop Designed ?? UNE Loop Nondesigned ?? UNE Port ?? UNE Transport ?? UNE Platform ?? UNE Loop xDSL Capable ?? Interconnection Trunks 		Geography: <ul style="list-style-type: none"> ?? Statewide
Sub-Metrics		
PR-5-03	% Orders Held for Facilities > 60 Days	
Calculation	Numerator	Denominator
	Total number of New, Move and change orders where the billing effective date minus the due date is 60 or more days for Company Facility Reasons for all products	Total number of New, Move and Change completed orders for all products

Function:		
PR-6 Installation Quality		
Definition:		
Measures the percent of New, Change, Move completed service orders which received a network customer trouble reports received within 30 calendar days for designed services (and within 7 calendar days for POTS/Nondesigned services) of service order completion. Network customer troubles include the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble: CPE Came Clear Test OK Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated ILEC company official orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: ?? Individual CLEC ?? CLECs in the aggregate ?? ILEC (if analog applies) Products: ?? Resale POTS ?? Resale Specials ?? UNE Loop Nondesigned ?? UNE Loop Designed ?? UNE Port ?? UNE Transport ?? UNE Platform ?? UNE Loop xDSL Capable ?? Interconnection Trunks		Geography: ?? Statewide
Sub-Metrics		
PR-6-01	% Installation Troubles reported within 30 Days	
Calculation	Numerator	Denominator
	Total number of Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk orders which received trouble reports within 30 calendar days of completion.	Total number of new, move and change Resale Special, UNE Loop Designed, UNE Platform, UNE Transport, and Interconnection Trunk completed orders.

Sub-Metrics PR-6 Installation Quality		
PR-6-02	% Installation Troubles reported within 7 Days	
Calculation	Numerator	Denominator
	Total number of Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port orders which received trouble reports within 7 calendar days of order completion.	Total number of new, move and change Resale POTS, UNE Loop Nondesignated, UNE Platform, UNE Loop xDSL Capable, UNE Port completed orders

Function:		
PR-9 Coordinated Conversions		
Methodology:		
<p>GTE captures the data used to measure coordinated conversion activity from its legacy system, NOCV.</p> <p>Three types of formatted remarks are placed on the NOCV order:</p> <ul style="list-style-type: none"> ?? Coordinated customer conversion identifier ?? The due date/due start time ?? The actual date/time the conversion actually started <p>If the conversion actually started within one hour of the scheduled due date/start time, the conversion is considered to be on-time.</p>		
Definition:		
<p>Measures the percentage of coordinated orders (TBCC/CHC) started on time for all orders where CLEC has requested coordination (including PNP).</p> <p><u>Business Rules:</u></p> <p>Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).</p>		
Exclusions:		
<p>Excludes CLEC caused misses</p> <p>Excludes 'records only' orders</p>		
Performance Standard:		
90% on time		
Report Dimensions :		
<p>Company:</p> <ul style="list-style-type: none"> ?? Individual CLEC ?? CLECs in the aggregate <p>Products:</p> <ul style="list-style-type: none"> ?? Residence and Business conversions, including PNP 		<p>Geography:</p> <ul style="list-style-type: none"> ?? Statewide
Sub-Metrics		
PR-9-01	% On Time Performance	
Calculation	Numerator	Denominator
	Number of coordinated orders started by due date and time	Count of coordinated orders completed in reporting period

Function:		
MR-2 Trouble Report Rate		
Definition:		
Measures the total number of network customer trouble reports received within a calendar month per 100 lines/circuits/UNEs/trunks.		
Business Rules:		
1. Access line/circuit count taken from previous month.		
2. Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble:		
Test OK		
Came Clear		
CPE		
Customer error		
Coin		
Invalid, non-service affecting		
Enhanced products and services		
Referred to other vendors		
Received on the Due Date		
Subsequent reports		
ILEC employee generated		
ILEC company official orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions:		
Company:		Geography:
?? Individual CLEC		?? Statewide
?? CLECs in the aggregate		
?? ILEC (if analog applies)		
Products:		
?? Resale POTS		
?? Resale Specials		
?? UNE Loop Nondesignated		
?? UNE Loop Designed		
?? UNE Port		
?? UNE Transport		
?? UNE Platform		
?? UNE Loop xDSL Capable		
?? Interconnection Trunks		
Sub-Metrics		
MR-2-01	Network Trouble Report Rate	
Calculation	Numerator	Denominator
	Total number of customer initial and repeat network trouble reports for all products	Number of access lines/circuits/UNEs/trunks in service at the end of the prior reporting period

Function:		
MR-3 Missed Repair Commitments		
Definition:		
Measures the percent of network trouble reports not cleared by the commitment date and time.		
Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble:		
CPE Test OK Came Clear Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated ILEC company official orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: ?? Individual CLEC ?? CLECs in the aggregate ?? ILEC (if analog applies)		Geography: ?? Statewide Products: ?? Resale POTS ?? Resale Specials ?? UNE Loop Nondesigned ?? UNE Loop Designed ?? UNE Port ?? UNE Transport ?? UNE Platform ?? UNE Loop xDSL Capable
Sub-Metrics		
MR-3-01	% Missed Repair Commitment	
Calculation	Numerator	Denominator
	Total network trouble reports not cleared by commitment date/time for all products	Total network trouble reports completed for all products

Function:		
MR-4 Trouble Duration Intervals		
Definition:		
<p>Measures the average duration (in hours) of customer network trouble reports. Duration is defined to be the elapsed hours from the date and time the trouble is created to the date and time the trouble is cleared.</p> <p>Network Trouble includes the following dispositions: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)</p>		
Exclusions:		
<p>Excludes the following types of trouble:</p> <ul style="list-style-type: none"> CPE, Coin Test OK,Came Clear, Customer error Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated, ILEC company official orders 		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: <ul style="list-style-type: none"> ?? Individual CLEC ?? CLECs in the aggregate ?? ILEC (if analog applies) Products: <ul style="list-style-type: none"> ?? Resale POTS ?? Resale Specials ?? UNE Loop Nondesignated ?? UNE Loop Designed ?? UNE Port ?? UNE Transport ?? UNE Platform ?? UNE Loop xDSL Capable ?? Interconnection Trunks 		Geography: <ul style="list-style-type: none"> ?? Statewide
Sub-Metrics		
MR-4-01	Mean Time to Repair	
Calculation	Numerator	Denominator
	Sum of trouble clear date and time minus created date and time for customer network trouble reports for all products (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for all products
MR-4-07	% Out of Service > 12 Hours – Interconnection Trunks	
Calculation	Numerator	Denominator
	Count of Interconnection trunks troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 12 hours (Designed Troubles – excludes interrupt time)	Total customer network trouble reports for Interconnection trunks

Sub-Metrics MR-4 Trouble Duration Intervals		
MR-4-08	% Out of Service > 24 Hours	
Calculation	Numerator	Denominator
	Count of Resale and UNE troubles out of service, where the trouble cleared date/time minus the created date/time is greater than 24 hours (Designed Troubles exclude interrupt time)	Total customer network trouble reports for all Resale and UNE products

Function:		
MR-5 Repeat Trouble Reports		
Definition:		
Measures the percent of customer network trouble reports received within 30 calendar days of a previous customer network trouble report.		
Any trouble, regardless of the original disposition code, that repeat as the following dispositions, will be classified as a repeat report: Network Terminating Facilities (04), Outside Plant (06), Special Services/Transmission Elements and Interoffice Facilities (07), Service Order (09), Records/Software Programming (10), Carrier or Concentrator (11), Central Office (12)		
Exclusions:		
Excludes the following types of trouble:		
CPE Test OK Came Clear Customer error Coin Invalid, non-service affecting Enhanced products and services Referred to other vendors Received on the Due Date Subsequent reports ILEC employee generated ILEC company official orders		
Performance Standard:		
Parity with GTE Retail		
Report Dimensions :		
Company: ?? Individual CLEC ?? CLECs in the aggregate ?? ILEC (if analog applies)		Geography: ?? Statewide
Products: ?? Resale POTS ?? Resale Specials ?? UNE Loop Nondesignated ?? UNE Loop Designed ?? UNE Port ?? UNE Transport ?? UNE Platform ?? UNE Loop xDSL Capable ?? Interconnection Trunks		
Sub-Metrics		
MR-5-01	% Repeat Reports within 30 Days	
Calculation	Numerator	Denominator
	Total customer network trouble reports received within 30 calendar days of a previous network trouble report for all products	Total customer network trouble reports for all products

Function:		
NP-1 Percent Final Trunk Group Blockage		
Definition:		
Measures the number of final trunk groups exceeding 2% Blocking standard for 3 consecutive months.		
<i>Notes: 1)Applies to those trunks where the ILEC has augmentation control.</i> <i>2) Does not apply when trunks are provisioned as two-way trunks.</i>		
Business Rules: <ul style="list-style-type: none"> Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. GTE reports provided 45 days after close of data month. Exception Reporting Only (Only reporting data for those trunk groups exceeding the 2% blockage threshold for 3 consecutive months.) 		
Exclusions:		
IXC Dedicated Trunks are not included Abnormal blockage exclusions: Network Failures; Switch Outages Acts of God; Storms, Tornadoes, etc. National Holidays Media Stimulated Mass Calling Cable/Fiber cuts Microwave Failures Power Outages		
Performance Standard:		
Final trunk groups will not exceed 2% blockage threshold for 3 consecutive months.		
Report Dimensions :		
Company: ?? Individual CLEC ?? CLECs in the aggregate ?? ILEC (if analog applies)		Geography: ?? Statewide
Products: ?? CLEC Trunks		
Sub-Metrics		
NP-1-04	Number Final Trunk Groups Exceeding 2% Blocking Standard – 3 Months	
Calculation	Numerator	Denominator
	Count of final trunk groups that exceed 2% blocking threshold for three consecutive months, exclusive of trunks that block due to CLEC network problems	Not applicable

Function:		
NP-2 Collocation Performance		
Definition:		
Measures the percent of collocation arrangements responded to and completed (built) on time.		
<u>Business Rules:</u>		
1. Applies to all requests for physical collocation space 2. Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.		
Exclusions:		
Excludes orders canceled by CLEC		
Performance Standard:		
Physical Space Notification: 95% within 15 days Physical Completion: 95% on time		
Report Dimensions :		
Company: ?? Individual CLECs ?? CLECs in the aggregate		Geography: ?? Statewide
Sub-Metrics		
NP-2-01	% On Time Response to Request for Physical Collocation	
Calculation	Numerator	Denominator
	Count of requests for physical collocation arrangements where response to request is answered within 15 days	Count of requests for physical collocation arrangements received in the reporting period.
NP-2-05	% On Time – Physical Collocation	
Calculation	Numerator	Denominator
	Number of physical collocation arrangements completed on or before due date (including due date extensions resulting from CLEC milestone misses)	Count of physical collocation arrangements completed in the reporting period.

Function:		
BI-2 Timeliness of Carrier Bill		
Definition:		
This measure captures the percent of invoices transmitted successfully to the CLEC within 10 business days of the scheduled close of a Bill Cycle.		
Business Rules:		
1. Includes only mechanized bills.		
Exclusions:		
Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.		
Performance Standard:		
98% within 10 business days		
Report Dimensions :		
Company:		Geography:
?? Individual CLECs		?? Statewide
?? CLECs in the aggregate		
Sub-Metrics		
BI-2-01	Timeliness of Carrier Bill	
Calculation	Numerator	Denominator
	Count of invoices transmitted within 10 business days of the scheduled Bill Cycle close date	Count of total invoices transmitted

ATTACHMENT A-3

CALCULATION OF PARITY AND BENCHMARK PERFORMANCE

Statistical Methodologies:

Bell Atlantic/GTE will use statistical methodologies as one means to determine if “parity” exists, or if the performance for CLECs is equivalent to the performance for Bell Atlantic. For performance measures where “parity” is the standard and sufficient sample size exists, Bell Atlantic/GTE will use the “modified Z statistic” proposed by a number of CLECs in LCUG (Local Competitors User Group). The specific formulas are detailed below:

Measured Variables:	Counted Variables:
$t = \frac{\bar{X}_{CLEC} - \bar{X}_{BA}}{\sqrt{s_{BA}^2 \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$	$Z = \frac{P_{CLEC} - P_{BA}}{\sqrt{P_{BA}(1 - P_{BA}) \left(\frac{1}{n_{CLEC}} + \frac{1}{n_{BA}} \right)}}$

Definitions:

Measured Variables are metrics of means or averages, such as mean time to repair, or average interval.

Counted Variables are metrics of proportions, such as percent measures.

\bar{X} is defined as the average performance or mean of the sample

S is defined as the standard deviation

n is defined as the sample size

p is defined as the proportion, for percentages 90% translates to a 0.90 proportion

A Z or t score of below –1.645 provides a 95% confidence level that the variables are different, or that they come from different processes.

Sample Size Requirements:

The standard Z or t statistic will be used for measures where “parity” is the standard, unless there is insufficient sample size. For measured variables, the minimum sample size is 30. For counted variables, np(1-p) must be greater than or equal to 5.² When the sample size requirement is not met, BA/GTE will do the following:

² In situations where either the Bell Atlantic/GTE or CLEC performance is 0% or 100%, this formula will trigger the process below regardless of sample size.

If the absolute performance for the CLEC is better than the BA/GTE performance, no statistical analysis is required. If the performance is worse for the CLEC than BA/GTE, BA/GTE will use the t distribution for measured variables until such time as a permutation test can be run in an automated fashion. For counted variables, the binomial distribution will be used. If the t distribution shows an “out of parity” result, BA/GTE will run the permutation test. If the permutation test shows an “out of parity” condition, BA/GTE will perform a root cause analysis to determine cause. If the cause is the result of “clustering” within the data, BA/GTE will provide such documentation. The nature of the variables used in the performance measures is that they do not meet the requirements 100% of the time for any statistical testing. Individual data points are not independent. The primary example of such non-independence is a cable failure. If a particular CLEC has fewer than 30 troubles and all are within the same cable failure with long duration, the performance will appear out of parity. However, for all troubles, including BA/GTE troubles, within that individual event, the trouble duration is identical. Another example of clustering is if a CLEC has a small number of orders in a single location, with a facility problem. If this facility problem exists for all customers served by that cable and is longer than the average facility problem, the orders are not independent and clustering occurs. Finally, if root cause shows that the difference in performance is the result of CLEC behavior, BA/GTE will identify such behavior and work with the respective CLEC on corrective action.

Exceptions:

A key assumption in using statistics to evaluate parity is that the data are independent. Events included in the performance measures of provisioning and maintenance of telecommunications services are not independent. The lack of independence is referred to as “clustering” of data. Clustering occurs when individual items (orders, troubles etc.) are clustered together as one single event. This being the case, BA/GTE will file an exception to the performance data in the performance report if any of the following events occur:

?? Event Driven Clustering: Cable Failure: If a significant proportion (more than 30%) of a CLEC’s troubles are in a single cable failure, BA/GTE will provide the data demonstrating that all troubles within that failure, including BA/GTE troubles were resolved in an equivalent manner. Then, BA/GTE will provide the repair performance data with that cable failure performance excluded from the overall performance for both the CLEC and BA/GTE and the remaining troubles compared according to normal statistical methodologies.

?? Location Driven Clustering: Facility Problems: If a significant proportion (more than 30%) of a CLEC’s missed installation orders and resulting delay days were due to an individual location with a significant facility problem, BA/GTE will provide the data demonstrating that the orders were “clustered” in a single facility shortfall. Then, BA/GTE will provide the provisioning performance with that data excluded. Additional location driven clustering may be demonstrated by disaggregating performance into smaller geographic areas.

?? Time Driven Clustering: Single Day Events: If significant proportion (more than 30%) of CLEC activity, provisioning or maintenance, occur on a single day within a month, and that day represents an unusual amount of activity in a single day, BA/GTE will provide the data demonstrating that the activity is on that day. BA/GTE will compare that single day’s performance for the CLEC to BA/GTE’s own performance. Then, BA/GTE will provide data with that day excluded from overall performance to demonstrate “parity”.

Other Exceptions:

CLEC Actions: In addition, the key assumption of independence of data may be impacted by CLEC behavior such as order quality, causing excessive missed appointments; incorrect dispatch identification, resulting in excessive multiple

dispatch and repeat reports; inappropriate appointment coding on orders, where extended due dates are desired; and delays in rescheduling appointments, when BA/GTE has missed an appointment. BA/GTE will bring such behavior to the attention of the CLEC to attempt resolution. If such action negatively impacts performance, BA/GTE will provide appropriate detail documentation of the events and communication to the individual CLEC and the Commission.

Documentation:

BA/GTE will provide all details, ensuring protection of customer proprietary information to the CLEC and Commission. Details include, individual trouble reports, and orders with analysis of BA/GTE and CLEC performance. For cable failures, BA/GTE will provide appropriate documentation detailing all other troubles associated with that cable failure.

Allowable Misses for Small Sample Sizes for Counted Variable Performance Measures with Benchmark Standards

?? If less than 20 items, find volume of items measured in Sample Size Column.

?? If the number of misses falls under the “Allowed Misses” column, then the performance measure not included for remedies.

95% Standard:

Sample Size	Number of Allowed Misses
1	1
2	1
3	1
4	1
5	1
6	1
7	1
8	1
9	1
10	1
11	1
12	1
13	1
14	1
15	1
16	1
17	1
18	1
19	1
20	NA

Permutation analysis will be applied to calculate the z-statistic for measured variables using the following logic:

For testing differences in averages, a Monte Carlo procedure (sampling without replacement) will be used to estimate (with specified accuracy) the exact p-value for the test. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the Z_A value corresponding to the estimated p-value will be compared to the designated critical Z-value. If Z_A is greater than the critical Z-value, then the performance is non-compliant.

For testing differences in proportions or rates, the exact p-value will either be estimated with a Monte Carlo procedure or computed using an alternative algorithm. If the exact p-value is less than the specified level of confidence, the null hypothesis (parity) is rejected. Equivalently, the Z_A value corresponding to the estimated p-value will be compared to the designated critical Z-value. If Z_A is greater than the critical Z-value, then the performance is non-compliant.

Critical Z-Test Value

The critical Z test value will be -1.645 based on a 95% confidence level.

Methods Of Calculating Per Occurrence Voluntary Payments

Measurements For Which The Reporting Dimensions Are Averages Or Means.

- Step 1: Calculate the average or the mean for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measurement.
- Step 2: Calculate the percentage difference between the actual average and the calculated average (or benchmark value for benchmark measures) for the third consecutive month.
- Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for Measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury for that measure.

Measurements For Which The Reporting Dimensions Are Percentages.

- Step 1: Calculate the percentage for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.
- Step 2: Calculate the difference between the actual percentage for the CLEC and the calculated percentage (or benchmark value for benchmark measures) for each of the three non-compliant months.

Step 3: Multiply the total number of data points by the percentage calculated in the previous step. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated High, Medium, and Low respectively; to determine the applicable assessment payable to the U.S. Treasury.

Measurements For Which The Reporting Dimensions Are Ratios Or Proportions.

Step 1: Calculate the ratio for the measurement for the CLEC that would yield the Critical Z-value for the third consecutive month. Use the same denominator as the one used in calculating the Z-statistic for the measure.

Step 2: Calculate the percentage difference between the actual ratio for the CLEC and the calculated ratio (or benchmark value for benchmark measures) for each month of the non-compliant three-month period.

Step 3: Multiply the total number of service orders by the percentage calculated in the previous step for each month. Calculate the average for three months and multiply the result by \$1500, \$900, and \$600 for measurements that are designated as High, Medium, and Low respectively; to determine the applicable assessment for that measure.

Measurements for Which Payment Is Per Occurrence With A Cap

Voluntary payments are calculated on a per occurrence basis in accordance with the methodologies described above and are payable up to the caps identified in Attachment A-4.

Methods Of Calculating Per Measurement Voluntary Payments

Per measurement voluntary payments are payable as detailed in the Voluntary Payments Table below if the actual Z-value exceeds the critical Z-value.

ATTACHMENT A-4

VOLUNTARY PAYMENTS TABLE FOR MEASUREMENTS

Per Occurrence

Measurement Group	
High	\$1500
Medium	\$900
Low	\$600

Per Measurement/Per Occurrence Caps

Measurement Group	A	B	C
High	\$225,000	\$75,000	\$20,000
Medium	\$90,000	\$30,000	\$10,000
Low	\$60,000	\$20,000	\$5,000

A = States with 1,000,000 or more access lines

B = States with between 500,000 and 999,999 access lines

C = States with < 500,000 access lines

A	<u>BA States:</u> Massachusetts, Maryland, New Jersey, New York, Pennsylvania, Virginia <u>GTE States:</u> California, Florida, Texas
B	<u>BA States:</u> District of Columbia, Delaware, Maine, New Hampshire, Rhode Island, West Virginia <u>GTE States:</u> Hawaii, Illinois, Indiana, Kentucky, Michigan, North Carolina, Ohio, Pennsylvania, Virginia, Washington, Wisconsin
C	<u>BA States:</u> Connecticut, Vermont <u>GTE States:</u> Alabama, Idaho, Missouri, Nevada, Oregon, South Carolina

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
OSS	Interface	PO-1-02	OSS Resp. Time – Svc Appt Scheduling	Electronic	TBD	measure	\$60,000	Low
		PO-1-03	OSS Resp. Time – Address Verification	Electronic	TBD	measure	\$60,000	Low
		PO-1-04	OSS Resp. Time – Svc Availability.	Electronic	TBD	measure	\$60,000	Low
		PO-1-05	OSS Resp. Time – TN Request	Electronic	TBD	measure	\$60,000	Low
		PO-1-06	OSS Resp. Time – Facility Availability	Electronic	TBD	measure	\$60,000	Low
		PO-1-07	% CSR On Time – Manual	Manual	95% in 24 hours	measure	\$60,000	Low
		PO-1-08	% CSR On Time – WISE	WISE	95% in 4 hours	measure	\$60,000	Low
		PO-2-02	OSS Availability – Scheduled	WISE PreO	99.50%	measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE Ord	99.50%	measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE Rpr	99.50%	measure	\$90,000	Medium
		PO-2-02	OSS Availability – Scheduled	WISE CSR	99.50%	measure	\$90,000	Medium
	Billing	BI-2-01	Timeliness of Carrier Bill		98% in 10 Bus.Days	measure	\$60,000	Low
Resale	Ordering	OR-1-02	% On Time LSC - Flow Through	POTS	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	Specials	95% in 2 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC – < 10 Lines	POTS	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC – < 10 Lines	Specials	95% in 48 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	POTS	95% in 72 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	Specials	95% in 72 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject-Flow Through	POTS	95% in 2 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject-Flow Through	Specials	95% in 2 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	POTS	95% in 24 Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	Specials	95% in 48 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	POTS	95% in 72 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	Specials	95% in 72 Hours	occurrence	\$600	Low
		OR-5-01	Percent Flow-Through	Resale	TBD	Measure	Medium	Medium
	Provisioning	PR-3-08	% Completed w/in 5 Days - No Dispatch	POTS	parity with retail	occurrence	\$900	
		PR-3-09	% Completed w/in 5 Days – Dispatch	POTS	parity with retail	occurrence	\$900	

ATTACHMENT A-5b -- BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Resale continued	<i>Provisioning</i>	PR-4-01	% Missed Due Dates – Designed Services	Specials	parity with retail	occurrence	\$1,500	
		PR-4-02	Average Delay Days – Total	POTS	parity with retail	occurrence	\$900	
		PR-4-02	Average Delay Days – Total	Specials	parity with retail	occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	POTS	parity with retail	occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	POTS	parity with retail	occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	POTS	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Specials	parity with retail	occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	Specials	parity with retail	occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	POTS	parity with retail	occurrence	\$600	
	Maintenance	MR-2-01	Network Trouble Report Rate	POTS	parity with retail	occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	Specials	parity with retail	occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	POTS	parity with retail	occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	Specials	parity with retail	occurrence	\$900	
		MR-4-01	Mean Time to Repair	POTS	parity with retail	occurrence	\$600	
		MR-4-01	Mean Time to Repair	Specials	parity with retail	occurrence	\$600	
		MR-4-08	% OOS > 24 Hours	POTS	parity with retail	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	Specials	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	POTS	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	Specials	parity with retail	occurrence	\$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE	Ordering	OR-1-02	% On Time LSC - Flow Through	UNE Loop Nondes	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop Designed	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Loop 2 wire	95% in 2 Hours	occurrence	\$600	Low
		OR-1-02	% On Time LSC – Flow Through	UNE Platform	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC – Flow Through	UNE Loop xDSL Capable	95% in 2 Hours	Occurrence	\$600	Low
		OR-1-02	% On Time LSC - Flow Through	UNE Port	95% in 2 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop Nondes	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop Designed	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop 2 wire	95% in 24 Hours	occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Platform	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Loop xDSL Capable	95% in 24 Hours	Occurrence	\$600	Low
		OR-1-04	% On Time LSC - < 10 Lines	UNE Port	95% in 24 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop Nondes	95% in 72 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop Designed	95% in 72 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop 2 wire	95% in 72 Hours	occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Platform	95% in 72 Hours	Occurrence	\$600	Low
		OR-1-06	% On Time LSC - >= 10 Lines	UNE Loop xDSL Capable	95% in 72 Hours	Occurrence	\$600	Low

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued		OR-1-06	% On Time LSC - >= 10 Lines	UNE Port	95% in 72 Hours	occurrence	\$600	Low
		OR-1-12	% On Time FOC	UNE Transport	95% in 10 Days	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Loop Nondes	95% in 2 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Loop Designed	95% in 2 Hours	occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Loop 2 wire	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Platform	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Loop xDSL Capable	95% in 2 Hours	Occurrence	\$600	Low
		OR-2-02	% On Time LSR Reject – Flow – Thru	UNE Port	95% in 2 Hours	Occurrence	\$600	Low
	Ordering	OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop Nondes	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop Designed	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop 2 wire	95% in 24Hours	occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Platform	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Loop xDSL Capable	95% in 24 Hours	Occurrence	\$600	Low
		OR-2-04	% On Time LSR Reject - < 10 Lines	UNE Port	95% in 24 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop Nondes	95% in 72 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop Designed	95% in 72 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop 2 wire	95% in 72 Hours	occurrence	\$600	Low
		OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Platform	95% in 72 Hours	Occurrence	\$600	Low

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	<i>Ordering</i>	OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Loop xDSL Capable	95% in 72 Hours	Occurrence	\$600	Low
	Provisioning	OR-2-06	% On Time LSR Reject - >= 10 Lines	UNE Port	95% in 72 Hours	occurrence	\$600	Low
		OR-5-01	Percent Flow-Through	UNE	TBD	Measure	Medium	Medium
		PR-3-08	% Completed w/in 5 Days – No Dispatch	UNE Loop Nondes	parity with retail	occurrence	\$600	
		PR-3-09	% Completed w/in 5 Days - Dispatch	UNE Loop Nondes	parity with retail	occurrence	\$600	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Loop Designed	parity with retail	occurrence	\$1,500	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Platform	Parity with retail	Occurrence	\$1,500	
		PR-4-01	% Missed Due Dates – Designed Svc	UNE Transport	parity with retail	occurrence	\$1,500	
		PR-4-02	Average Delay Days - Total	UNE Loop Nondes	parity with retail	occurrence	\$900	
		PR-4-02	Average Delay Days - Total	UNE Loop Designed	parity with retail	occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days – Total	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		PR-4-02	Average Delay Days - Total	UNE Port	parity with retail	occurrence	\$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	Provisioning	PR-4-02	Average Delay Days – Total	UNE Transport	parity with retail	occurrence	\$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Loop Nondes	parity with retail	occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates – Dispatch	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		PR-4-04	% Missed Due Dates - Dispatch	UNE Port	parity with retail	occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Loop Nondes	parity with retail	occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates – No Dispatch	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		PR-4-05	% Missed Due Dates - No Dispatch	UNE Port	parity with retail	occurrence	\$900	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Nondes	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop Designed	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Platform	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Port	parity with retail	occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	UNE Transport	parity with retail	occurrence	\$1,500	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Loop Designed	Parity with retail	occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-6-01	% Install. Troubles Rept. W/in 30 Days	UNE Transport	parity with retail	occurrence	\$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
UNE continued	<i>Provisioning</i>	PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop Nondes	parity with retail	occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Platform	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		PR-6-02	% Install. Troubles Rept. W/in 7 Days	UNE Port	parity with retail	occurrence	\$900	
		PR-9-01	% Coordinated Conversions	All	90% on time	occurrence	\$900	
	Maintenance	MR-2-01	Network Trouble Report Rate	UNE Loop Nondes	parity with retail	occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Loop Designed	parity with retail	occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Platform	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Port	parity with retail	occurrence	\$600	
		MR-2-01	Network Trouble Report Rate	UNE Transport	parity with retail	occurrence	\$600	
		MR-3-01	% Missed Repair Commitment	UNE Loop Nondes	parity with retail	occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Loop Designed	parity with retail	occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Port	parity with retail	occurrence	\$900	
		MR-3-01	% Missed Repair Commitment	UNE Transport	parity with retail	occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Loop Nondes	parity with retail	Occurrence	\$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
		MR-4-01	Mean Time to Repair	UNE Loop Designed	parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Port	parity with retail	Occurrence	\$900	
		MR-4-01	Mean Time to Repair	UNE Transport	parity with retail	occurrence	\$900	
UNE Continued	Maintenance	MR-4-08	% OOS > 24 Hours	UNE Loop Nondes	parity with retail	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Loop Designed	parity with retail	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Port	parity with retail	occurrence	\$900	
		MR-4-08	% OOS > 24 Hours	UNE Transport	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Nondes	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop Designed	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Platform	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Loop xDSL Capable	Parity with retail	Occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Port	parity with retail	occurrence	\$900	
		MR-5-01	% Repeat Reports w/in 30 Days	UNE Transport	parity with retail	occurrence	\$900	

ATTACHMENT A-5b --BA/GTE MEASUREMENT LIST
GTE States (AL, CA, FL, HI, ID, IL, IN, KY, MI, MO, NV, NC, OH, OR, PA, SC, TX, VA, WA, WI)

		Metric #	Metric	Product	Standard	Pay per	\$	\$Cap
Inter-Connection	Ordering	OR-1-12	% On Time FOC	Interconnecti on Trunks	95% in 10 Days	occurrence	\$900	
	Provisioning	PR-4-01	% Missed Due Dates – Designed Svc	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
		PR-5-03	% Orders Missed-Facilities > 60 Days	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
	Maintenance	PR-6-01	% Install. Troubles Rept. W/in 30 Days	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
		MR-2-01	Network Trouble Report Rate	Interconnecti on Trunks	Parity with IXC	Occurrence	\$900	
		MR-4-07	% OOS > 12 Hours	Interconnecti on Trunks	Parity with IXC	Occurrence	\$1,500	
	Blockage	NP-1-04	# of Final Trunk Groups Blocked 3 Months	Final Trunks	0	Occurrence	\$1,500	Low
Collocation	Ordering	NP-2-01	% On Time Response for Request	Physical	95%	Occurrence	\$900	
	Provisioning	NP-2-05	% On Time Completion	Physical	95%	occurrence	\$1,500	

ATTACHMENT A-6

Annual Caps -- \$Thousands
(Monthly Caps are 1/12th the annual amount)

Bell Atlantic States

	Year 1	Year 2	Year 3
CT	\$239.4	\$359.1	\$478.8
DC	\$4,148.4	\$6,222.1	\$8,295.7
DE	\$2,460.5	\$3,690.5	\$4,920.5
MA	\$19,799.4	\$29,696.6	\$39,593.9
MD	\$16,249.7	\$24,372.6	\$32,495.5
ME	\$3,014.5	\$4,521.4	\$6,028.2
NH	\$3,421.6	\$5,132.0	\$6,842.4
NJ	\$27,845.6	\$41,764.9	\$55,684.3
NY	\$51,441.4	\$77,155.9	\$102,870.3
PA	\$28,088.3	\$42,129.1	\$56,169.8
RI	\$2,884.4	\$4,326.2	\$5,768.0
VA	\$15,518.1	\$23,275.3	\$31,032.5
VT	\$1,497.9	\$2,246.6	\$2,995.4
WV	\$3,669.3	\$5,503.5	\$7,337.7
<i>Bell Atlantic Total</i>	<i>\$180,278.5</i>	<i>\$270,395.8</i>	<i>\$360,513.0</i>

GTE States

	Year 1	Year 2	Year 3
AL	\$1,230.0	\$1,845.0	\$2,459.8
CA	\$19,824.5	\$29,734.4	\$39,644.2
FL	\$10,025.6	\$15,037.1	\$20,048.7
HI	\$3,140.5	\$4,710.3	\$6,280.1
ID	\$581.0	\$871.4	\$1,161.8
IL	\$4,009.0	\$6,013.1	\$8,017.1
IN	\$4,174.6	\$6,261.3	\$8,348.1
KY	\$2,404.0	\$3,605.9	\$4,807.5
MI	\$3,300.0	\$4,949.6	\$6,599.2
MO	\$1,932.7	\$2,898.8	\$3,864.9
NV	\$154.4	\$231.6	\$308.8
NC	\$1,498.8	\$2,247.9	\$2,997.1
OH	\$3,862.4	\$5,793.1	\$7,723.8
OR	\$2,073.4	\$3,109.9	\$4,146.3
PA	\$2,860.6	\$4,290.5	\$5,720.5
SC	\$942.5	\$1,413.6	\$1,884.7
TX	\$8,485.3	\$12,726.7	\$16,968.6
VA	\$2,586.9	\$3,880.1	\$5,173.3
WA	\$3,749.0	\$5,623.1	\$7,497.2
WI	\$2,195.6	\$3,293.1	\$4,390.6

<i>GTE Total</i>	<i>\$79,030.8</i>	<i>\$118,536.5</i>	<i>\$155,850.3</i>
TOTAL	\$259,309.3	\$388,932.3	\$516,363.3

ATTACHMENT A-7b:

GTE Qualifying Sub-Measurements

GTE	UNE Platform	UNE Loop xDSL- Capable	Resale Specials
PR-3-08			
PR-3-09			
PR-4-01	X		X
PR-4-02	X	X	X
PR-4-04	X	X	
PR-4-05	X	X	
PR-4-10			
PR-5-03	X	X	X
PR-6-01	X		X
PR-6-02	X	X	
MR-2-01	X	X	X
MR-2-02			
MR-2-03			
MR-3-01	X	X	X
MR-3-02			
MR-4-08	X	X	X
MR-5-01	X	X	X

Total GTE “qualifying sub-measurements”: 28

